

COVID-19

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COVID-19 Contact Tracing Training and Resources

Updated Jan. 26, 2021 [Print](#)

Training Modules

These trainings are for public health professionals who are interested in becoming a COVID-19 contact tracer or case investigator, as well as for public health professionals who already serve in these roles and are seeking to improve their knowledge.

Making Contact: A Training for COVID-19 Contact Tracers

- [Register](#) 
- **Target Audience:** General public
- **Source:** Association of State and Territorial Health Officials (ASTHO)
- **Description:** Introductory online course for entry-level COVID-19 contact tracers, for use by health agencies in rapid training of new contact tracers. The training will be augmented by state/local specific training required to orient individuals to jurisdiction-specific protocols. This training focuses on building knowledge for remote contact tracing; a subsequent release will include a module on field services.

National COVID-19 Virtual Skills-Based Training for Case Investigation & Contact Tracing

- [Register](#) 
- **Target Audience:** All participants must complete either the ASTHO or Johns Hopkins online knowledge-based course prior to being approved for this course.
- **Source:** National Network of Disease Intervention Training Centers (NNDITC)
- **Description:** In the Case Investigation (CI) Virtual Skills-Based Training, participants will learn how to conduct a case investigation interview including determining the contact elicitation window, eliciting close contact information, providing recommendations and guidelines for isolation, and addressing common concerns persons with COVID-19 may experience during isolation. Foundational and enhanced interviewing skills will be reinforced and applied throughout the CI practice sessions.

Training and Workforce Development for COVID-19 Case Investigation and Contact Tracing



Background

Case investigation and contact tracing are key strategies to prevent further spread of COVID-19. Successful case investigation and contact tracing for COVID-19 depends on a well-trained workforce with adept interpersonal skills, including reflective listening, open ended questions, and cultural sensitivity to help build and maintain trust with persons diagnosed with or exposed to COVID-19. CDC has partnered in the development of a national training program to ensure standardization of skills and enhance the continuity of practice and proficiency of the COVID-19 case investigation and contact tracing workforce. The program provides training and ongoing workforce development opportunities for new and established case investigators, contact tracers, and their managers.

Who is Eligible for Training?

Anyone conducting or managing case investigation or contact tracing for COVID-19 in a variety of settings (e.g. health departments, tribal communities, schools, universities, other employer-based programs, community-based organizations, call-centers and other case investigation and contact tracing contractors), whether on a full-time, part-time, paid, or volunteer basis.

What Training is Offered?



Making Contact, A Training for COVID-19 Contact Tracers,

an on-demand, online knowledge-based training Provided by the Association of State and Territorial Health Officers (ASTHO), in partnership with the National Coalition of STD Directors (NCSO).

- This introductory training includes interactive components and recorded videos of sample interviews with cases and contacts, in an asynchronous format.
- To access the free knowledge-based training from ASTHO, please visit <https://learn.astho.org/products/making-contact-a-training-for-covid-19-contact-tracers>



COVID-19 Case Investigation and COVID-19 Contact Tracing,

two separate virtual instructor-led skill-based development courses, provided by the National Network of Disease Intervention Training Centers (NNDITC).

- These more advanced trainings provide an opportunity to practice case scenarios and build skills with a live instructor, to better support dynamic dialogue. These skills will help investigators better navigate encounters with people diagnosed with or exposed to COVID-19 and improve effectiveness of case investigation and contact tracing. Skills-based virtual classroom training is an important step for persons new to case investigation and contact tracing to synthesize their knowledge base and can also support enhanced skill development for more experienced investigators and tracers.
- To access the free skills-based training courses from NNDITC, please visit https://www.nditc.org/upcoming_classes.html
- Note: The [ASTHO knowledge-based training](#) is a pre-requisite for the skills development coursework. Completion of [COVID-19 Contact Tracing: A Course from Johns Hopkins](#) is also an acceptable alternative for the pre-requisite requirements.

Additional COVID-19 Contact Tracing Training and Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/index.html>



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cdc.gov/coronavirus

Learn about CDC-funded trainings for the COVID-19 contact tracing workforce.

[View PDF](#) [533 KB, 1 page]

In the Contact Tracing (CT) Virtual Skills-Based Training, participants will learn how to conduct a contact tracing interview including notifying contacts of exposure, determining the quarantine period, providing information and recommendations for quarantine, and addressing common concerns exposed persons may experience during this time. Foundational and enhanced interviewing skills will be reinforced and applied throughout the CT practice sessions.

Team Lead Sample Plan

The sample training plan includes training topics that may be helpful for state and local public health jurisdictions to consider when designing their own training plans for COVID-19 [team leads](#)  [PDF – 35 pages]. Suggested training modalities and formats are provided, as well as information about sample existing trainings and resources

[View Team Lead Training](#)  [PDF – 35 pages]

COVID-19 Contact Tracing Training Scenarios

These scenarios can be used by trainers and team leads to build skills for contact tracers and case investigators:

Disclaimer: All names and events included in these scenarios are fictitious and intended for training purposes only. These scenarios are not based on real people or events.

COVID-19 Contact Tracing Scenarios

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The scenarios in this document can be used by trainers and team leads to build skills for contact tracers. Staff in training and newly trained staff can use these scenarios to role play how they would interview contacts. But not if they have any barriers to self-quarantine, and address these barriers. Specific scripts based on these scenarios should be developed by jurisdiction-specific processes and resources.

Learning Objectives

- Demonstrate ability to build rapport with contacts to ensure an honest discussion
- Identify high risk situations for transmission of COVID-19
- Identify a contact's needs for medical care
- Identify a contact's needs for social support
- Demonstrate knowledge of local resources for social support
- Demonstrate ability to answer questions from patient or contact

The following scenarios can be used in a variety of ways as a teaching tool depending on the skill set of the audience, time constraints, and level of experience. The trainer would act as an observer and offer suggestions for improvement to the role players. Suggestions for how to use the following scenarios include:

- Full interview role-play with an experienced contact tracer playing the role of contact while the student uses the locally developed COVID-19 interview skills
- Use each scenario as a starting point for discussion of the challenge contact tracers may face
- Segment interviews where each partner set is assigned a portion of the interview (e.g., demographic, instructions for isolation, contact activities) and scenarios to role-play and hone contact tracing skills

Scenario #1:

Background

Since November is a recent contact of a person with COVID-19 (Dorcas, WA). Dorcas attended a play (shown 1 week ago) that had approximately 1000 attendees, and they all sat to each other at the rear end of a group of the theater. Dorcas developed symptoms the day after the play (shown 10 days with symptoms). Dorcas wants to know the risks and best practices for COVID-19. The role play has been assigned to the contact tracer.



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COVID-19 Contact Tracing Scenarios

 [PDF - 96 KB]

COVID-19 Case Investigation Scenarios

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The scenarios in this document can be used by trainers and team leads to build skills for case investigators. Staff in training and newly trained staff can use these scenarios to role play how they would interview persons who test positive for SARS-CoV-2. But not if they have any barriers to self-isolation, and address these barriers. Scenario scripts should be adapted to incorporate jurisdiction-specific processes and resources.

Learning Objectives

- Demonstrate the ability to build rapport with persons diagnosed with COVID-19 to ensure an open and honest discussion and obtain information required for COVID-19 contact tracing
- Identify if an individual is in a high risk situation for transmission of SARS-CoV-2
- Analyze the medical history for cases and contacts
- Identify and describe challenges to isolation/quarantine
- Demonstrate knowledge of local resources for social support
- Demonstrate ability to provide information and field questions from cases or contacts

The following scenarios can be used in a variety of ways as a teaching tool depending on the skill set of the audience, time constraints, and level of experience. The trainer would act as an observer and offer suggestions for improvement to the role players. Suggestions for how to use the following scenarios include:

- Full interview role-play with an experienced case investigator playing the role of person with confirmed COVID-19 diagnosis while the student uses the locally developed case to practice interview skills
- Use each scenario as a starting point for discussion of the challenges case investigators may face
- Segment interviews where each partner set is assigned a portion of the interview (e.g., demographic, instructions for isolation, contact activities) and scenarios to role-play and improve case investigation skills

Scenario #1:

Background for Case Investigation

Michelle Williams is a partner with a recent COVID-19 diagnosis. Mr. Williams works in a quality assurance plant where there have been several outbreaks. The quality assurance plant has a long history of work in conjunction with local health departments to address the high risk of outbreaks. The local health department has been instrumental in helping her to work in a contact tracing center. But she has to go back to her job and has left behind several contact tracers.



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Contact Tracing Scenarios: Case Investigation

 [PDF - 84 KB]

COVID-19 Contact Tracing Scenarios: Disaster Shelters

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The scenarios in this document can be used by trainers and team leads to build skills for contact tracers. Staff in training and newly trained staff can use these scenarios to role play how they would interview contacts. But not if they have any barriers to self-quarantine, and address these barriers. Specific scripts based on these scenarios should be developed by jurisdiction-specific processes and resources.

Learning Objectives

- Apply contact tracing methods for use in a disaster shelter setting
- Demonstrate ability to build rapport with contacts to ensure an honest discussion
- Identify high risk situations for transmission of COVID-19
- Analyze a contact's need for medical care
- Identify challenges to isolation/quarantine
- Demonstrate knowledge of local resources for social support
- Demonstrate ability to answer questions from patient or contact

The following scenarios can be used in a variety of ways as a teaching tool depending on the skill set of the audience, time constraints, and level of experience. The trainer would act as an observer and offer suggestions for improvement to the role players. Suggestions for how to use the following scenarios include:

- Full interview role-play with an experienced contact tracer playing the role of contact while the student uses the locally developed script to practice interview skills
- Use each scenario as a starting point for discussion of the challenges contact tracers may face
- Segment interviews where each partner set is assigned a portion of the interview (e.g., demographic, instructions for isolation, contact activities) and scenarios to role-play and hone contact tracing skills



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Contact Tracing Scenarios: Disaster Shelters

 [PDF - 86 KB]

Additional Resources for Training COVID-19 Case Investigators and Contact Tracer

COVID-19 Case Investigation and Contact Tracing Training PowerPoint Template (located in the [STLT Collaboration Space](#)  : if you do not already have an account you will have to register. Then navigate to **COVID-19 Resources > COVID-19 Communication > Templates > COVID19 Case Investigation Contact Tracing Training Template**).

[Ensuring High Quality and Continuous Improvement of COVID-19 Case Investigators' Interviewing Skills](#)  [PDF – 24 pages]

[Interim Guidance on Developing a COVID-19 Case Investigation & Contact Tracing Plan](#)

[Training, Evaluation, and Monitoring Guidance for Health Departments](#)  [PDF – 16 pages]

[Notification of Exposure – A Contact Tracer's Guide for COVID-19](#)

[Talking with the Patient – A Case Investigator's Guide to COVID-19](#)

[Communicable Disease Investigator COVID-19 Response Job Description Template](#)  [PDF – 4 pages]

[Contact Tracer COVID-19 Response Job Description Template](#)  [PDF – 3 pages]

[Supervisor or Team Lead for Case Investigation and Contact Tracing COVID-19 Response Job Description Template](#)  [PDF – 4 pages]

[3 Key Steps to Take While Waiting for Your COVID-19 Test Results](#)  [PDF – 2 pages]

[Daily Temperature/Symptom Log for Close Contacts](#)  [PDF – 2 pages]

[Coronavirus Disease 2019](#) includes general information about symptoms, testing, prevention, and COVID-19 data

Visit the [Contact Tracing Resources for Health Departments](#) webpage for more resources.

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Content source: National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases